

**Cortnee Riddle, LPN**  
**Supervisor**

**Project Role**

Ms. Covelli is an experienced nurse supervisor, with APS for over three years. A licensed Practical Nurse, Ms. Covelli will continue in her role as the lead for the Hospital Census, and provides care coordination for Oregon clients.

**Experience Summary**

Ms. Covelli has progressive levels of responsibility in rehabilitation, home health and care coordination services; Results oriented leader pursuing a role that blends her management and clinical skills.

## Employment History

**APS Healthcare, Portland, OR**

**2012 – Present**

*Supervisor/ Licensed Practical Nurse / Hospital Census Lead*

**Key Responsibilities**

- Licensed Practical Nurse providing services for the Oregon Health Plan Care Coordination Program (OHPCC)
- OHPCC provides care coordination services for Oregon Open Card (Medicaid) clients (patients)
- OHPCC also provides services for Oregon Fee For Service Medicaid clients with Medicare (Dual Eligibles)
- Lead the coordination of census data from all Oregon hospitals in order to target services to highest acuity
- Provide and coordinate community resources to assist patients with both social and clinical needs
- Complete clinical assessments on patient's personal health and develop clinical plans of care based on assessment
- Document charts in Care Connect (C3), the APS Healthcare proprietary operating system
- Coordinate training of in-house and field based staff (clinical and non-clinical) on policies and procedures
- Adjust assigned acuities based on clinical knowledge and assign health coaches to patients
- Supervisor of non-clinical staff disease management coordinators
- Maintain strong working knowledge of diagnosis and procedure codes
- Utilizes the state MMIS system, EPIC, Concur, Passport, Reptrax, various electronic medical record systems and proficient with ICD-9 and CPT coding

**BrightStar Care, Portland, OR**

2011 – 2012

*Home Health Nurse***Key Responsibilities**

- Visited patients to conduct assessments, take vital signs, give medications, dress wounds, and educate patients.
- Document care in a patient record in accordance with agency, state and federal guidelines.
- Provided in home clinical care to patients in need of home care: including but not limited to tube feedings, insulin administration, dressing changes and any other more general clinical care as required
- Communicate with patients and families regarding care provided and any obstacles to providing quality care.

**Chehalem Health and Rehabilitation, Newburg, OR**

2010 – 2011

*Charge Nurse***Key Responsibilities**

- Supervise Licensed Practical Nurses (LPNs), Nursing Assistants (NAs) and Certified Nursing Assistants (CNAs) in 50 bed facility with a mission to provide maximum quality of care for our patients.
- Provide facility clinical care to patients in need of care: including but not limited to tube feedings, insulin administration, dressing changes and any other more general clinical care as required.
- Responsible for providing orientation and training to nurses to ensure proper care is provided to patients.
- Accountable for supervision and performance evaluation of all staff clinician; write annual performance reviews and improvement plans; provide regular feedback one on one regarding their clinical performance.
- Address all complaints and grievances for the facility and documented outcomes.
- Responsible for all staff schedules, financial forecasting and reporting, and maintenance of facility policies and procedures.
- Facilitated family discussions to provide feedback on patients medical condition and to address any of any concerns

**Education**

Licensed Practical Nurse, Pioneer Pacific College, Wilsonville, OR

**Targeted Areas of Expertise**

- |                              |   |
|------------------------------|---|
| • Licensed Practical Nursing | • Medicare and Medicaid                 |
| • Rehabilitation             | • Care Coordination and Case Management |
| • Long Term Care             | • Diagnosis & Procedure Coding ICD9/10  |

- Home Health
- Provider Relations